



PAPA JOHN'S STANDARD OPERATING PROCEDURES COVID-19 PANDEMIC

As required for COVID considerations and the government regulations, and in our continued attempt to mitigate the spread of Covid within our facility and for the safety of everyone, we have included the following additional steps listed with our regular daily operational standards. Papa John's reserves the right to alter or change the SOP based on the updated requirements from the Department of Public Health and Social Services (DPHSS), the Governor of Guam, or the CDC:

Pre-Shift Tasks for Covid:

- Prior to their shift each day and as they enter the premises, all employees must be pre-screened as follows:
 - Employees must have their temperatures taken
 - Result must be documented on file in the sample format that follows:

	Date	Time	Employee Name	Temperature	Temp taken by	Remarks
1						
2						
3						
4						

- Employees showing signs of illness and/or a temperature reading exceeding 100 degrees Fahrenheit are NOT permitted to work and must immediately leave the premises
- Employees having readings within the acceptable temperature range are allowed to continue work as scheduled and are required to maintain the following additional pre-shift operational tasks:
 - Wear proper facemask at all times that covers their mouth and nose and must be in full Papa John's uniform
 - Continue to sanitize all surfaces frequently used and touched during operation
 - Ensure that hand sanitizers are filled and provided at all identified stations for both employees and customer use
 - Ensure that Soap Dispensers are properly filled and available for use by employees and customers
 - As a routine, constantly sanitize and/or wash hands with soap and water for 20 seconds or more prior to returning to the Back-of-the-House (BOH) area, and prior to & after serving guests

Typical Operations Tasks Under Covid:

- Every four (4) hours or at minimum of twice a day, all frequently touched surfaces at the Front-of-the-House (FOH), BOH, and other common areas of operations must be sanitized with food-grade/food safe quat-sanitizer
- Signs for proper hand washing must be posted at the front door and washing stations to alert both customers and employees
- For Customer lineup behind service counter, floor signs shall be posted designating the six (6) foot distancing between customers on the lineup
- Areas to be sanitized at a higher frequency follow, which must be documented in its proper format to remain on file at each store facility:
 - Door handles and phones
 - Items shared between employees and customers are to be sanitized after every transaction such as customer counter, signing pad, pen, credit card & system, clipboard where applicable, and other transacting items & surfaces
 - Format for documentation follows:

STORE SANITATION LOG										
Store: _____										
Item	Date & Time	Doors/Knobs	FOH/Dining Area/Tables/Chairs	Sink/ Faucets/ Handles	Sneeze Guard/ Counters	BOH/Kitchen/. Refrigerator/ Freezer Handles	Bathroom	Other (POS/Etc.)	Employee Name/ Signature	Remarks
1										
2										
3										

Pandemic Condition of Readiness (PCOR) Summary:

- PCOR1—High Alert:
 - Entrance doors to the facility must remain locked at all times except for employees actively departing or returning
 - Signs are to be visibly posted indicating the following:
 - Customers are NOT allowed inside the facility
 - Curbside pickup and delivery ONLY. Contact number will be posted to call while customers are advised to stay in their vehicles as they place their order over the phone
 - Customers transacting payments must wear proper face mask covering nose and mouth
 - Customers with Covid symptoms are NOT allowed around the premises
 - Delivery Drivers (employees) are to sanitize their delivery hot bags after every delivery
 - Food handling Gloves will be made mandatory & available for employees to use during operations

- PCOR1—Low Alert:
 - Customers are only allowed in the facility for actively transacting payment for and receiving their order, or to place an order
 - Customers entering the facility must wear proper face mask covering their nose and mouth
 - Customers with Covid symptoms are NOT allowed within & around the premises
 - Customers waiting for orders to be completed are to wait outside the facility or within their vehicles. Employees will bring their paid order when ready or customer will be called to pick up at the order counter

- PCOR2:
 - Restricted Dine-in will become an available option
 - Permitted number of dine-in customers must conform to the designated formula identified by executive order
 - Customers with Covid symptoms are NOT allowed within & around the premises
 - Customers entering the facility must wear proper face mask covering their nose and mouth

- Other Requirements:
 - As a general rule for new hires, employees are required to sign a “Conditional Employee or Food Employee Reporting Agreement.” This is a standard industry food service agreement (Form 1-B) outlining the responsibility of employees handling food to immediately notify the person in charge when they experience any symptoms of illness which was employed as a practice in preventing the transmission of diseases in food service operation.
 - When Dine-in is permitted, tables must be separated at least six (6) feet apart
 - Tables and chairs (where applicable) not meeting the minimum distancing required will be clearly marked “DO NOT USE” or properly cordon off
 - Tables will be routinely sanitized after every use by Customer or permitted group of Customers
 - Use of restrooms will follow the same sanitizing protocols described above
 - All Dine-in Customers entering the premises must sign in as a process to promote contact tracing. Sign-In counter will also be provided with hand sanitizer for customer use. Typical Sign-in log format follows:

DINE-IN CUSTOMER LOG						No.in Party 16 yrs & up	No in Party Under 16yrs
Item	Date	Time	Print Customer Name	Mobile Number	Village		
1							
2							
3							